

HCLSoftware

Enables real-time, end-to-end business flow observability

Supermajor French oil and gas
company flags impending outages
using business observability



HCL iControl



About the Client

Our client, a leading French energy player that produces and markets fuels, natural gas, and low-carbon electricity was looking for a solution that could optimize business processes and measure their performance against business KPIs, automate checks and balances on processes, achieve federation across business units, and get proactive notifications.



Industry Challenges

The Oil and Gas (O&G) industry is going through unprecedented times with plummeting demand and low O&G prices; creating a challenging environment for operators. Enterprises are renewing focus on containing cost to operate profitably.

Some of the salient challenges being faced by O&G enterprises are



**Rapidly changing
market dynamics**



**Increased
downtime**



**High
operational costs**



**Delayed
decision making**

The oil and gas sector value chain is complex, and lack of end-to-end visibility across upstream, midstream, or downstream portions of the business increases inefficiencies and reduces competitive advantage. No visibility into breakdowns and bottlenecks may lead to regulatory breaches that could prove expensive and lead to escalations. This lack of real-time, actionable insights also leads to unstable service delivery to customers.



The Problem Statement

We deployed HCL iControl that empowered the client to fill the automation gaps, get early notification of issues and outages, visualize current flows and dependencies and create business dashboards within weeks. In doing so, we solved these business challenges faced by the organization:



01 Manual checks:

Lack of automation and error-prone manual readings was one of the major challenges faced by our client.



02 No prior notification before outages:

Issues and outages without prior notifications were backbreaking, resulting in losses both in terms of time and money. There was no mechanism to set thresholds.



03 Ineffective decisions:

The siloed monitoring of each process resulted in ineffective decision making and high error rates.



04 Business KPI monitoring:

Manually created views of business operations were erroneous. KPI performance reporting for flow and dimensions was not conducted in real-time.



Why iControl?

Traditional approaches to resolving business challenges address unique areas but have their limitations, and it isn't sufficient to provide proactive responses in volatile, uncertain, complex, and ambiguous (VUCA) environment by understanding end-to-end scenarios.

HCL iControl, for businesses to have real-time business flow observability. With meaningful views for both technology and business operations, it delivers end-to-end visibility for everyone in the ecosystem, from CXOs to the operations teams. It provides insight into critical processes allowing those involved to uncover potential errors and promptly optimize these processes based on real-time.

As an advanced business observability product, it ensures businesses with complex processes build up their resilience and minimize foreseeable risks.



The Implementation

iControl was deployed to enable quick, efficient decision making as a result of data-based trend predictions. By identifying and resolving target breaches in real time; analyzing the impact of business flows to optimize cost and tracking critical KPIs, it resolved challenges faced by the O&G enterprise. With implementation of iControl, the French O&G can now control the performance of processes by assigning weightage to KPIs and dependencies.

The implementation was done in two phases



Discovery

Three business processes were identified (Retail pricing, Quarterly financial reporting, Operational reporting) and mapped for their end-to-end functional objective with KPIs to deliver business outcomes and get business contextual reporting.



Deployment

Once the objective was clear, the identified processes were designed, configured, and implemented on iControl in the customer environment.



Processes that have been deployed



Retail Pricing

Calculates and distributes fuel prices to the petrol stations and Roulez-Eco.



Quarterly Financial Reporting

Relates to entering, consolidating, and publishing quarterly financial data.



Operational Reporting

Calculates and publishes internal (partial and predicted) operational results.



Benefits

Utilizing the intuitive dashboarding of iControl, the business leaders were able to drive decisions through:

- ◇ Operational insights on how the business is running
- ◇ End-to-end visibility of business processes
- ◇ Resolving exceptions to save cost and time for business
- ◇ Strategic and tactical decision making
- ◇ Generating actionable insights through trends and observations
- ◇ Predicting unforeseen events which may potentially disrupt the operations
- ◇ Utilizing the insights from ECC to drive decisions and proactive actions
- ◇ Ensuring requirements are met for the customers – increasing customer satisfaction
- ◇ Risk identification





The Result

With this implementation, our client was able to visualize the performance of business flow, provide reporting of KPI performance for flow and dimensions over time, set thresholds for different periods, enable machine learning algorithms to get trend predictions, and detect unusual behaviors and keep a check on the process.



>60%

Reduction in
service outages



>25%

Decrease in
>60% escalations



>1000

Situations
synced



>350

Hours/month
saved



HCL iControl

24/7 view of processes for proactive problem identification and remediation

iControl is an O&G business flow observability solution that provides real-time visualization of the full set of business processes, their integration, and associated systems. It serves as an ECC that enables enterprises in volatile business environments to avoid blind spots in their processes and make real-time decisions backed by predictive actionable insights that create process stability. It provides insight into critical business flows allowing those involved to uncover potential errors and promptly optimize these processes based on real-time data. As an advanced business intelligence product, it ensures businesses with complex processes build up their resilience and minimize foreseeable risks through real-time observability and predictive analytics. For business users, iControl provides business contextual, persona-based reporting, and aggregated control performance.

HCLSoftware's industry expertise make iControl a holistic solution for the O&G enterprises to gain end-to-end business flow observability with ML-enabled actionable intelligence that allows forecasting and resolving possible risks.



About HCLSoftware Intelligent Operations

HCLSoftware Intelligent Operations is focused on transforming and simplifying enterprise IT and business operations. Our exclusive products and platforms enable enterprises to operate in a leaner, faster, and cost-efficient manner while ensuring superior business outcomes.

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About HCLSoftware

HCLSoftware, the software business division of HCLTech, fuels the Digital+ economy by developing, marketing, selling and supporting solutions in four key areas: digital transformation; data and analytics; AI and intelligent automation and enterprise security. HCLSoftware drives customer success through relentless product innovation for more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.